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PBX Assessment

– Prepared for Contoso Ltd

What to Expect from This Assessment

Planning a migration from a legacy PBX is complex and risky. This report will give you a complete picture of your PBX configuration so you can understand what you use and need before moving to Microsoft Teams Phone.

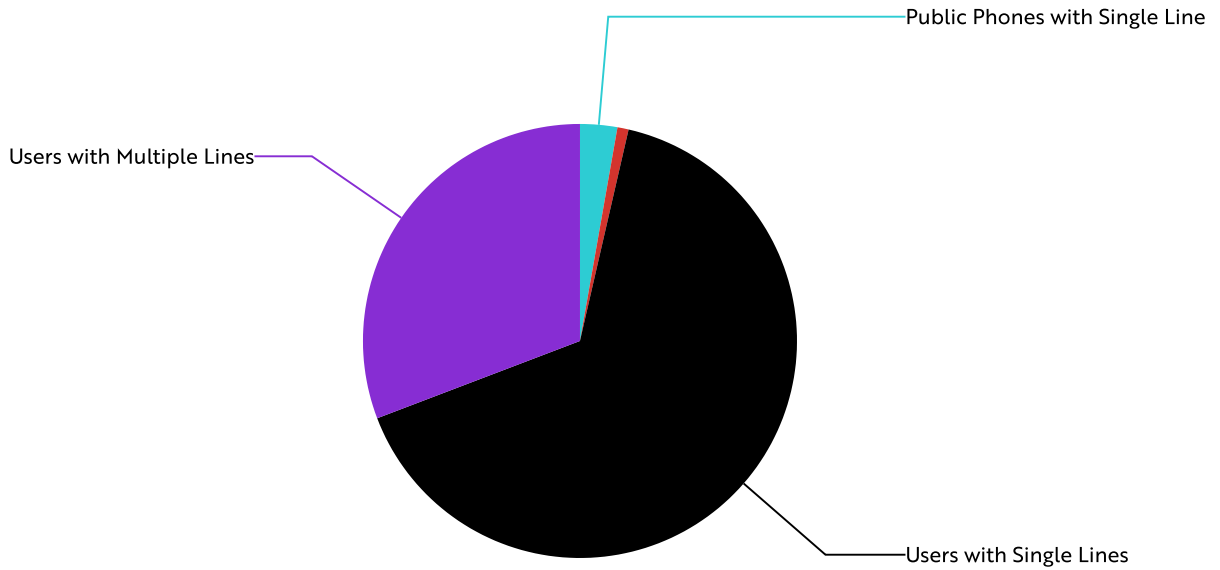
Over the next few sections, we'll share some insights we were able to uncover from your CUCM export. For each item, we'll show you why it matters and recommended next steps.

After reviewing the information in your assessment, ZIRO will help you determine all your options so you can identify any challenges and overcome them. No matter how to choose to continue your journey – on your own or with our team – you'll have everything you need to make your migration to Microsoft Teams Phone a success.

Multi-Line Devices and Shared Lines

Why it Matters

Microsoft Teams Phone does not support multiple lines per user or device. There are mechanisms such as dedicated Call Groups and Delegate Lines that can mimic CUCM's shared line behavior.



Legend

- Public Phones with Single Line
- Public Phones with Multiple Lines
- Users with Single Lines
- Users with Multiple Lines

Item	Count	Analysis
Public Phones with Single Line	40	These devices are great candidates to migrate to a Common Area Phone (CAP) in Microsoft Teams.
Public Phones with Multiple Lines	12	These devices will require attention because these shared lines will need to be investigated.
Users with Single Lines	948	Users with a single line are great candidates to migrate as their User Principal Name (UPN) can easily be assigned to a single number.
Users with Multiple Lines	445	These devices will require attention because these shared lines will need to be investigated.

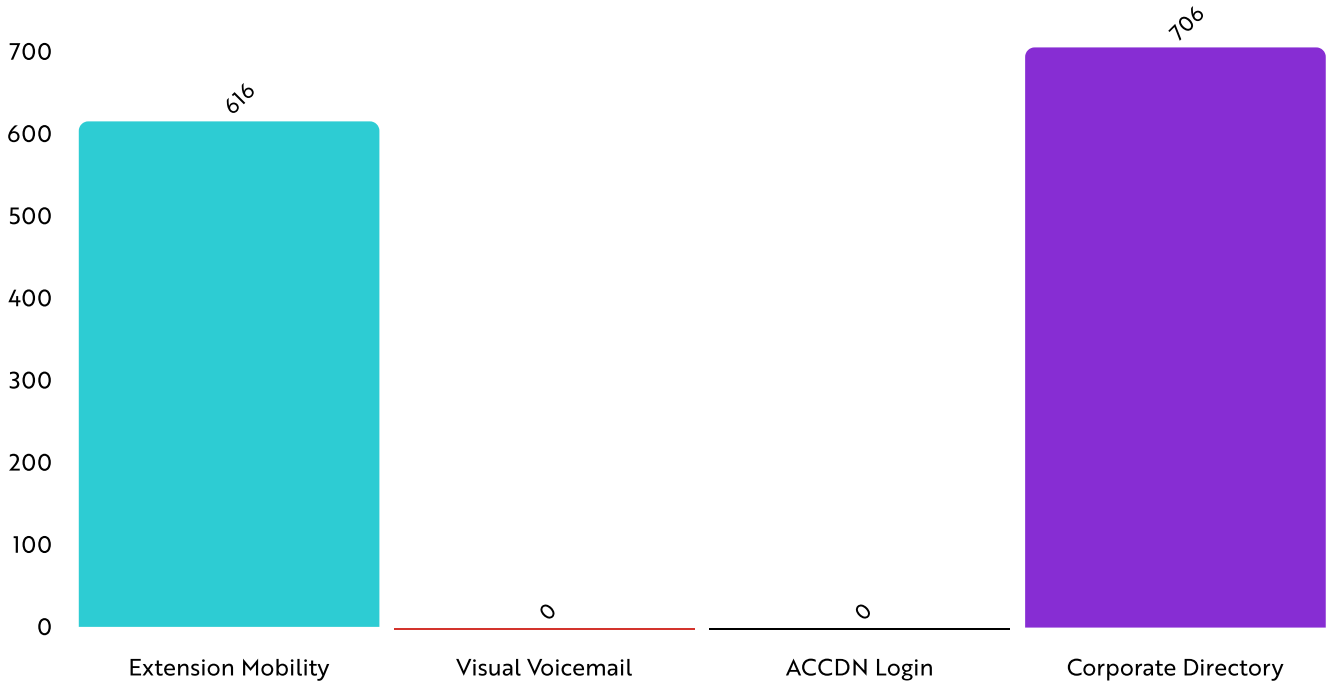
Next Steps

- Public Phones and User Phones with Single Lines can be moved to Microsoft Teams without additional work if the devices are either upgraded or replaced with models compatible with Microsoft Teams.
- Want to reduce their physical phone count? User Phones can also be replaced with the softphone feature of the Microsoft Teams application. For more information about devices and softphones, see the deskphone Inventory section.
- For user phones with multiple lines, validate if additional lines are required and if so, [delegation](#) can be set up so that users can answer on behalf of another employee.
- For public phones with multiple lines, Shared Devices can be set up with CAP licenses and Call Groups to accommodate multiple lines.
- Utilization and registration reports can also be provided to ensure shared lines and phones with multiple lines are even in use.

Phone Service Subscriptions

Why it Matters

Phone service subscriptions are not supported in Microsoft Teams. Some services like "Visual Voicemail", "Extension Mobility" or "Corporate Directory" do have feature parity but do not behave 100% the same.



Legend

- Extension Mobility
- Visual Voicemail
- ACCDN Login
- Corporate Directory

Item	Count	Analysis
Extension Mobility	616	To preserve hotdesking (called Extension Mobility in CUCM), Microsoft Teams Phones are required with correct Policies.
Visual Voicemail	0	This service is included in the Microsoft Teams client for every user with a hosted voicemail.
ACCDN Login	0	Users with Call Center capabilities will need further investigation.
Corporate Directory	706	The Microsoft Teams client as well as Microsoft-Teams-certified phones allow users to browse the corporation's Active Directory.

Next Steps

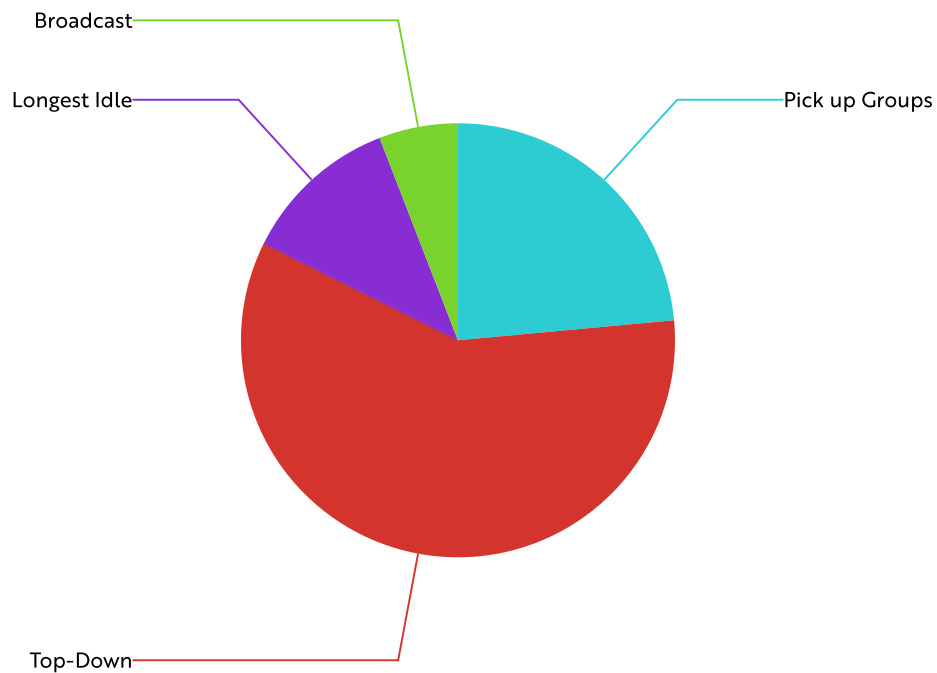
- Capture Utilization of the Services through RTMT to see if services are even being used.
- Evaluate phone services currently being used and proceed with training plan / migration plan to Microsoft Teams devices (which will behave differently and may not have the same services).

Pick Up Groups / Hunt Groups

Why it Matters

Call Groups will need to be created in Microsoft Teams to mimic the behavior found for Call Pick Up Groups in CUCM.

For Hunt groups, although Microsoft Teams shares similar distribution algorithms, they are not the same and use different names. Please consult the [Microsoft Teams documentation on Call Queue](#) to learn more about each distribution algorithm and their limitations.



Legend

- Pick up Groups
- Top-Down
- Circular
- Longest Idle
- Broadcast

Item	Count
Call Pick up Groups	4
Line Groups with Top-Down Distribution Algorithm	10
Line Groups with Circular Distribution Algorithm	0
Line Groups with Longest Idle Distribution Algorithm	2
Line Groups with Broadcast Distribution Algorithm	1

Next Steps

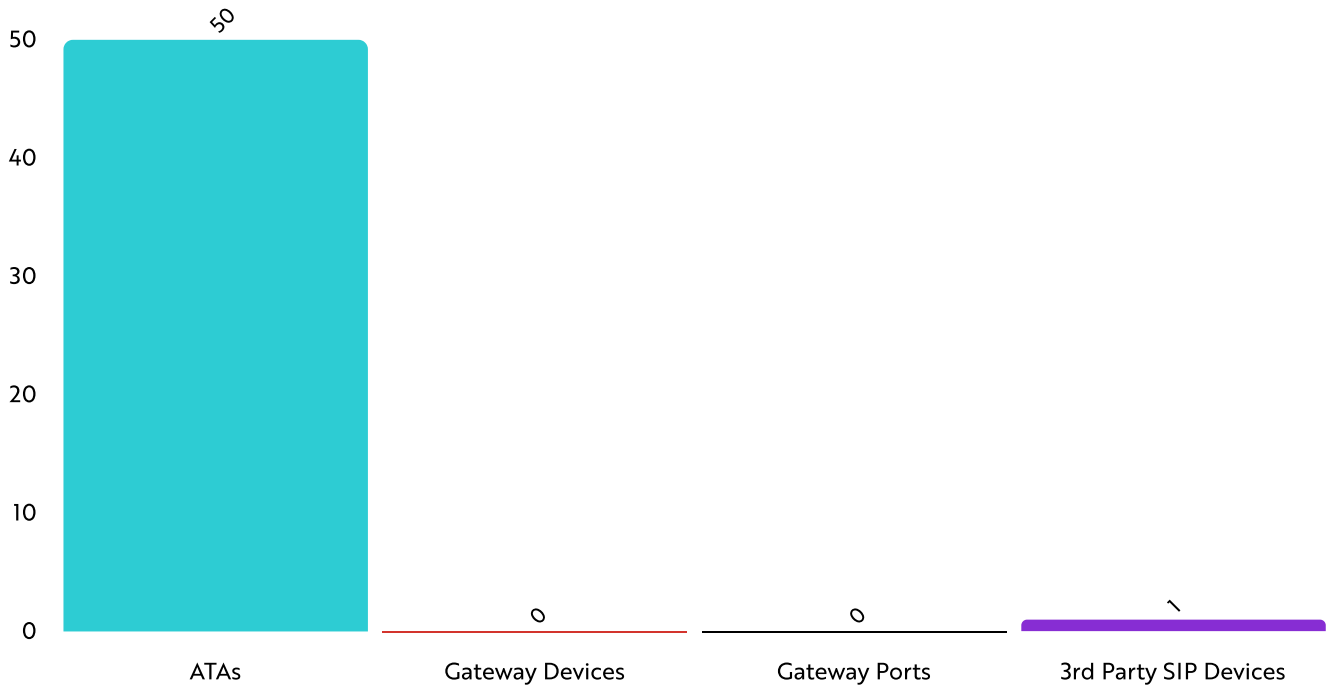
- Extra configuration in Microsoft Teams is required to set up Call Pickup Groups and Hunt Groups that mimic the algorithms in CUCM.

Analog Phones and 3rd Party SIP Devices

Why it Matters

Microsoft Teams will soon support limited direct integration with Cisco analog phones. An on-premises SBC or ATA device may be required to connect these devices to Microsoft Teams Phone.

Similarly, 3rd party SIP devices may not integrate with Microsoft Teams without additional work from the manufacturer.



Legend

- ATAs
- Gateway Devices
- Gateway Ports
- 3rd Party SIP Devices

Item	Count	Analysis
ATA devices	50	ATAs will need to be replaced with a compatible device for Microsoft Teams SIP Gateway . Note: Cisco Cisco ATA 191 and Cisco ATA 192 currently registered to CUCM will need to be replaced because their firmware cannot be migrated to Multi-Platform Firmware (MPP) for Teams. The Cisco Cloud Upgrader only supports converting phones to MPP.
Voice Gateways	0 Devices 0 Ports	Voice Gateways cannot be implemented into Microsoft Teams Phone directly and will require an SBC to send calls to your phone service provider.
3rd Party SIP Devices	1	3rd Party SIP Devices integration needs to be investigated with the device manufacturer.

Next Steps

- Consider if those analog devices are still in use in your environment and if they can be converted to physical deskphones compatible with Microsoft Teams (like Poly or Yealink)
- For analog devices that cannot be replaced with deskphones (like alarm systems, bells, faxes), you will need to consider adding an on-premises SBC system or an ATA device depending on the number of devices to keep in operation or to update them to third-party solutions that integrate with Microsoft Teams.
- For 3rd party SIP devices, please check with your vendor to see if your solutions already support Microsoft Teams or if an upgrade will be necessary.

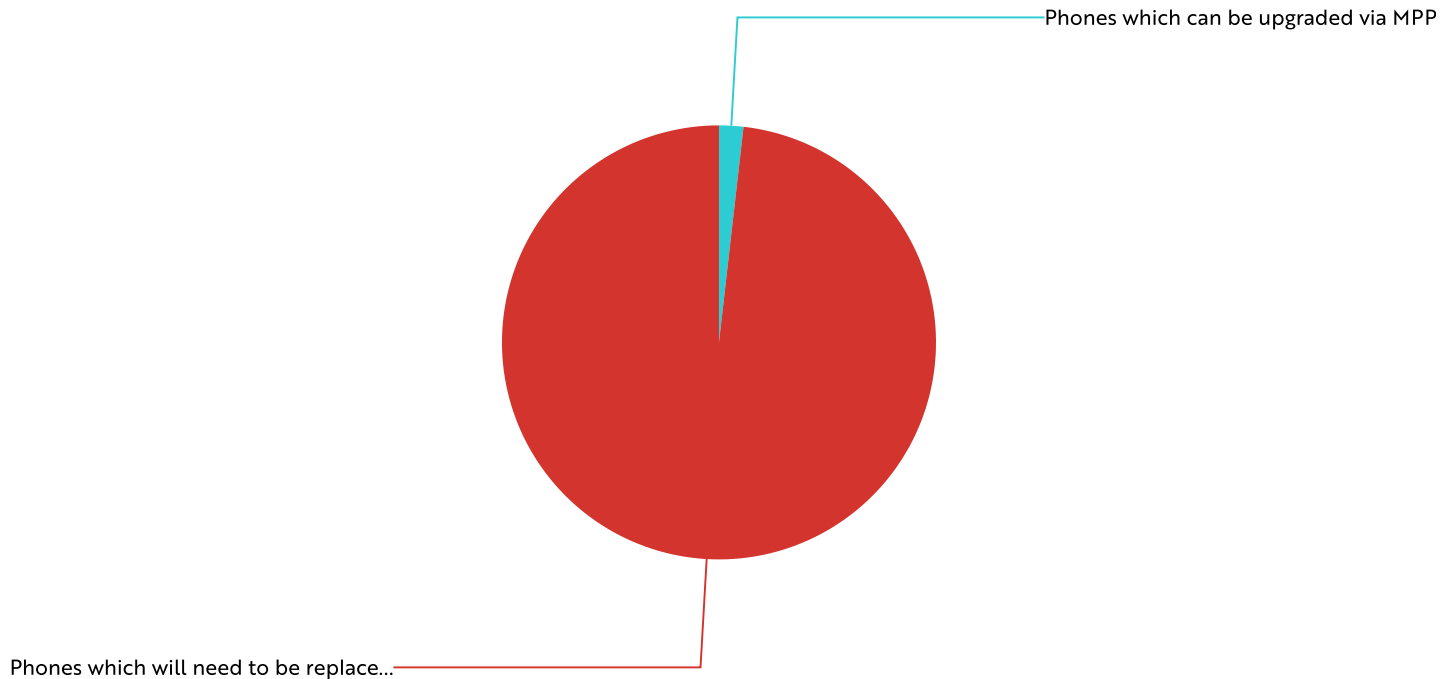
Deskphone Inventory

Why it Matters

Public phones as well as users with physical deskphones will need to either have their deskphone retired, upgraded, or replaced. Users without a deskphone are easier candidates to migrate as they already place and receive PSTN calls from their computer or mobile device today and do not have a physical deskphone to migrate.

Certain Cisco deskphones can support a firmware replacement to support Multiplatform Protocol (MPP) integration to Microsoft Teams.

Phones supporting MPP: Cisco 7811, Cisco 7821, Cisco 7832, Cisco 7841, Cisco 7861, Cisco 8811, Cisco 8832, Cisco 8841, Cisco 8845, Cisco 8851, Cisco 8861, Cisco 8865



Legend

- Phones which can be upgraded via MPP
- Phones which will need to be replaced or retired

Item	Count	Analysis
Users with deskphones supporting MPP	12	These devices can be retired, replaced, or upgraded. See 'Why it Matters' section for a list of compatible devices.
Users with deskphones not supporting MPP	635	These devices can be retired or replaced but not upgraded. We consider an unsupported MPP deskphone as a Cisco-branded physical device that is not part of the official list of MPP-supported devices from Cisco. They will need to be replaced with Microsoft Teams Devices.
Users with Softphone Only	719	Users with softphone only are users who own only virtual devices in CUCM (Jabber for Desktop, Jabber for iPhone, Jabber for Android, Jabber for Tablet, and Cisco IP Communicator). These users can be migrated to Microsoft Teams without purchasing additional devices.
Public deskphones supporting MPP	0	These devices can be retired, replaced, or upgraded. See 'Why it Matters' section for a list of compatible devices.
Public deskphones not supporting MPP	17	These devices can be retired or replaced but not upgraded. We consider these as a Cisco-branded physical device that is not part of the official list of MPP-supported devices from Cisco.

Next Steps

There are 3 options available when migrating user devices:

- **Retire** - Nowadays, not everyone needs a physical device on a desk to make phone calls. You may opt to notify your users to place calls from the Microsoft Teams application on mobile or desktop instead.
- **Replace** - Microsoft offers multiple phone models at various prices. Consider replacing devices with Microsoft Teams compatible devices (like Poly or Yealink) if a user's workflow requires a physical phone.
- **MPP Upgrade** - Although not as feature rich as a true Microsoft Teams Phone, eligible Cisco-branded devices can have their firmware replaced with an operating system supporting Multiplatform Protocol (MPP) for a fee. MPP devices can be onboarded into Microsoft Teams using as 3rd Party IP Phones (3PIP). This removes the need of physically replacing phones as these devices can be upgraded and connected to Microsoft Teams remotely. Consult your Cisco partner for more information about pricing.

Conclusion

How did we do? Did you find this report helpful?

Carl, as an early adopter, we'd appreciate your feedback. If you notice anything off or have questions, [contact us](#). We have a team ready to answer your questions and your feedback will help other IT professionals evaluate their CUCM.

Also, if you haven't already, check out these free resources:

- [Teams Phone Migration Blueprint \(PDF\)](#)
- [How to Plan a Flawless Migration to Teams Calling \(On-Demand Webinar\)](#)
- [TetraPak Case Study \(PDF\)](#)



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